

What is claimed is:

1. A customer responding system, including a PBX (Private Branch eXchange) connected to an external telephone network, which selectively
  - 5 connects a calling signal from the external telephone network to one internal line in an internal telephone network, plural telephone terminals connected to the internal telephone network, and plural computer terminals connected to each other through a predetermined network, which is placed, individually corresponding to the telephone
  - 10 terminal, said system comprising:
    - call back message inputting means for accepting the inputting of a call back message with designating the computer terminal corresponding to the requested telephone terminal, when the PBX can not get the requested telephone terminal amongst the plural
    - 15 telephone terminals, to receive a calling signal from the external telephone network;
    - call back data sending means for sending a call back data, displaying the content of the call back message accepted by the call back message inputting means, to said designated computer terminal
    - 20 through said network;
    - call back data receiving means for receiving the call back data sent by said data sending means; and
    - call back data displaying means, for displaying the received call back data in said designated computer terminal.
  - 25 2. The customer responding system according to claim 1,

further comprising:

- user specifying means, for specifying a user who sent out a calling signal from the external telephone network;
- respondence history storing means, for storing the correspondence
- 5 content of an user's inquiry corresponding to said specified user; and
- respondence history data displaying means, for reading out said correspondence history data representing the correspondence content when a call back data is received according to said call back data receiving means, and controlling said designated computer terminal
- 10 to display said correspondence history data.

- 3. A computer terminal, which is used as an information input/output device within the customer correspondence system, including a PBX connected to an external telephone network, which selectively connects a calling signal from the external telephone
- 15 network to one internal line in an internal telephone network, plural telephone terminals connected to said internal telephone network, and plural information input/output devices connected to each other through a predetermined network, which is placed, individually corresponding to said telephone terminal, wherein:
  - 20 when the PBX can not get the requested telephone terminal amongst said plural telephone terminals, to receive a calling signal from the external telephone network, the PBX controls a different telephone terminal to receive said calling signal; and
  - 25 said computer terminal corresponding to the concerned different telephone terminal comprises,

call back message inputting means for accepting the inputting of a call back message, after designating said computer terminal corresponding to said requested telephone terminal,

call back data sending means for sending a call back data,

- 5 displaying the content of the call back data, accepted by said call back message inputting means, to said designated computer terminal,

call back data receiving means for receiving said call back data sent from another computer terminal through said network, and

call back data displaying means for displaying said call back

- 10 data received by said call back data receiving means.

4. The computer terminal according to claim 3, wherein said computer terminal:

further comprises a business situation notifying means for notifying a business situation of a communicator corresponding to

- 15 said computer terminal, to other computer terminals; and

determines whether or not to forward a call from the external telephone network to the requested telephone terminal, according to a communicator's business situation notified by the computer terminal.

5. The computer terminal according to claim 3, further

- 20 comprises a call back data reception notifying means for notifying a communicator that he/she has received a call back data according to said call back data receiving means, and said call back data displaying means, after said call back reception notifying means notifies that the communicator has received a call back data, displays
- 25 the call back data in response to an instruction to display that call

back data.

6. The computer terminal according to claim 3, wherein plural computer terminals are put into predetermined groups, and said call back data sending means sends call back data to each computer terminal included in the group in which said designated computer terminal belongs to.
- 5 7. The computer terminal according to claim 3, wherein said call back data displaying means lists the contents the received call back data.
- 10 8. The computer terminal according to claim 7, wherein said call back data is respectively listed in the order that it was inputted in said call back message inputting means.
9. The computer terminal according to claim 3, further comprises respondence notifying means for notifying other computer terminals, based on said call back data received by said call back data receiving means, that the communicator corresponded to the concerned computer terminal is responding to a different inquiry.
- 15 10. A computer terminal comprising:
  - call back message inputting means for accepting the inputting of a call back message;
  - call back data sending means for sending a call back data showing the content of the call back message inputted by said call back message inputting means, to the requested computer terminal through a predetermined network;
- 20 25 call back data receiving means for receiving said call back data

sent from another computer terminal through said network; and  
call back data displaying means for displaying said call back  
data received by said call back data receiving means.

11. The computer terminal according to claim 10 further  
5 comprising:

call back data reception notifying means for notifying that call  
back data has been received by said call back data receiving means;  
and

call back data display instructing means for displaying said call  
10 back data by said call back data displaying means based on an  
accepted instruction to display the requested call back data after a  
notification that a call back data has been received by said call back  
data reception notifying means.

12. A customer responding method which provides  
15 predetermined information to a mutually connected computer  
terminal based on a received call by the PBX, which is connected to  
the external telephone network and selectively connects a calling  
signal from an external telephone network to a telephone terminal  
connected to an internal line in the internal telephone network, placed  
20 corresponding to said telephone terminal individually, through a  
predetermined network, and

said customer correspondence method comprises:

call back message inputting step which accepts the inputting of a  
call back message after a computer terminal corresponding to the  
25 requested terminal is designated, when the PBX can not receive the

calling signal from the external telephone network to the requested telephone terminal;

call back data sending step which sends the call back data,

displaying the content of the call back message accepted in

- 5 said call back message inputting step, to said designated computer terminal through said network;

call back data receiving step which receives said call back data sent by said data sending step; and

call back data displaying step which controls said designated

- 10 computer terminal to display the received said call back data.

13. The customer responding method according to claim 12

further comprising:

business situation notifying step which notifies the business situation of a communicator, who is corresponding to each computer

- 15 terminal, to other computer terminals; and

forwarding determination step which determines whether a call from the external telephone network to the telephone terminal should be forwarded or not, according to the notified business situation of a communicator corresponded to each computer terminal, by said

- 20 business situation notifying step.

14. A computer readable recording medium storing a program for controlling a computer, which is used as an information

input/output device in a customer responding system comprising a

PBX which is connected to the external telephone network and

- 25 selectively connects a calling signal from an external telephone

network to a telephone terminal connected to an internal line in the internal telephone network, and plural input/output devices which are placed individually corresponding to said telephone terminal and connected with each other through the predetermined network, said

5 program controlling said computer to function as :

call back message inputting means for accepting the inputting of a call back message with designating the computer terminal corresponding to the requested telephone terminal, when the PBX can not get the requested telephone terminal amongst the plural

10 telephone terminals, to receive a calling signal from the external telephone network;

call back data sending means for sending a call back data displaying the content of the call back message accepted by said call back message inputting means, to said designated computer terminal

15 through said network;

call back data receiving means for receiving said call back data sent from other computer terminals through said network; and

call back data displaying means for displaying said call back data received by said call back data receiving means.

20 15. A computer readable recording medium storing a program for controlling a computer to function as:

call back message inputting means for accepting the inputting of a call back message;

call back data sending means for sending a call back data

25 representing the content of a call back data inputted by said call back

message inputting means, to the requested computer terminal through a predetermined network;

call back data receiving means for receiving said call back data sent from another computer terminal through said network; and

5 call back data displaying means for displaying said call back data received by said call back data receiving means.

16. A carrier, which computer operation is possible, carrying a program for controlling a computer to function as:

call back message inputting means for accepting the inputting of  
10 a call back message;

call back data sending means for sending a call back data representing the content of call back data inputted by said call back message inputting means, to the requested computer terminal through a predetermined network;

15 call back data receiving means for receiving said call back data sent from another computer terminal through said network; and

call back data displaying means for displaying said call back data received by said call back data receiving means.